

1210
R.J.Reynolds Tobacco Company

03/15/95

CRIS Case Summary

Case 2005323

Acct# :
Name : Mr. Victor Olney
Address: 7 Stuyvesant Oval
Apt. 11 - B
New York, NY 10009

Home Ph: 212-674-6179
Work Ph: - -

Date Occurred: 00:00
Date Received: 02/22/95 13:11
Date Closed : 02/22/95 13:16

When Referred :
Referral Resp Due :
Referral Resp Recd :

Letter Code:

DM	T&D	REP
1224	04	
1225		
1226		
1229		
1230		
PTC	SAM	
ROM	PA	SC
RM	PC	MC
1240	1242	SAM

Certif. Mail : N
Check Amount : \$ 0.00
Coupon Amount: \$ 0.00

D.O.B. :
Age :

Initial Representative

: B. Toney

Last Representative

: A. Lewis

Method of Contact

: call

Type of Contact

: Complaint

Type of Customer

: RJR Smoker

Product Brands

: Winston

Promotions

: No Entry

Reason for Contact

: Paid Sales Tax on Free Product With Purchase

Priority

: No Entry

Action Taken

: resolved referred no further crd followup

Referred To

~~Fulfillment House~~ DM

Store Type/Class of Trade

: No Entry

Root Cause

: No Entry

Source of Contact

: No Entry

Survey

: Yes

Satisfaction Tracking System

: Audrey Lewis

Promo Type

: No Entry

Contact by Family

: Winston

Fulfillment House

: No Entry

Plant

: Tobaccoville

Sales Divisions

: 1224 - Manhattan

Type: C Representative: B. Toney

In Date: 02/22/95 13:13 Due Date:

00:00 Done Date:

00:00

Desc:

Who:

consumer is very upset that the retailer he purchases cigs from is selling complimentary packs and raising the price on the buy 2 get 1 free offers. he is not only doing this to our product but to other tobacco co, also. he has already contacted them. this guy is really upset and is threatening to go to his local and state government on this issue,. advised consumer that i too would pass along this

56815
66869
66868

information to the dm in his area.

51849 9894

Type: C Representative: A. Lewis

In Date: 02/24/95 12:40 Due Date: 00:00 Done Date: 00:00

Desc:

Who:

called back today said he gave the wrong address to the rep the last time he called the name of the store was Sam's smoke shop 338 1st st New York, NY advised i would make the change today.

51849 9895